OFFICE OF THE CONTROLLER

General Accounting – Accounts Payable

Accounts Payable Top 10 Q and A

October 2025

UNIVERSITY OF
South Carolina

Table of Contents

UNIVERSITY OF South Carolina

Top 10 Accounts Payable
Q and A

UNIVERSITY OF
South Carolina

#1 Accounts Payable Q and A

How do I submit an invoice for payment?

Common Mistake: Invoice "bill to" must be USC.

✓ Use a Payment Request for invoices under $10,000.

✓ Use a Purchase Order (PO) for invoices over $10,000.

✓ Always include the correct Supplier ID and original invoice.
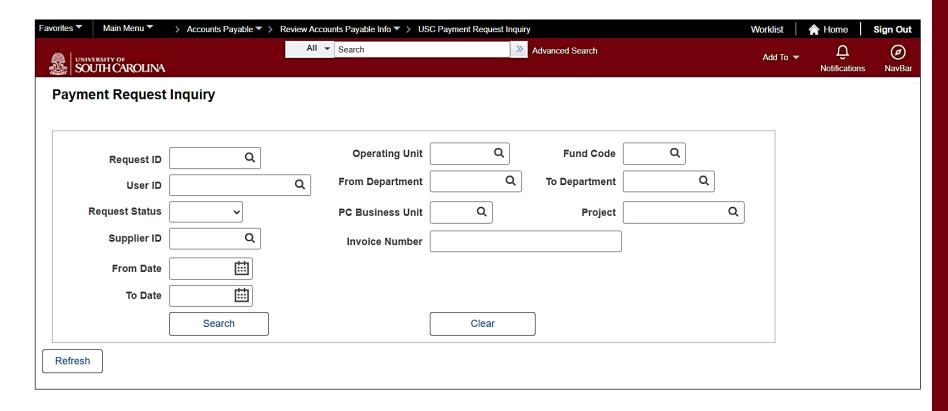
✓ Reference the **Payment Request Matrix** for guidance.

PeopleSoft Payment Request

Track your Payment Requests using the Payment Request Landing page.

Navigation: Main Menu > Employee Self-Service > Payment Request Center

Payment Request Inquiry allows inquiry of payment status by Operating Unit, Department or by User

Navigation: Accounts Payable > Review Accounts Payable Info > USC Payment Request Inquiry

Favorites ▾ | Main Menu ▾ | > Accounts Payable ▾ | > Review Accounts Payable Info ▾ | > USC Payment Request Inquiry | Worklist | 🏠 Home | Sign Out

UNIVERSITY OF SOUTH CAROLINA

All ▾ | Search [ ] ⟫ | Advanced Search

Add To ▾ | 🔔 Notifications | 🧭 NavBar

Payment Request Inquiry

Field		Field		Field	
Request ID	[ ] 🔍	Operating Unit	[ ] 🔍	Fund Code	[ ] 🔍
User ID	[ ] 🔍	From Department	[ ] 🔍	To Department	[ ] 🔍
Request Status	[▾]	PC Business Unit	[ ] 🔍	Project	[ ] 🔍
Supplier ID	[ ] 🔍	Invoice Number	[ ]		
From Date	[ ] 📅				
To Date	[ ] 📅				

Search | Clear

Refresh

#2 Accounts Payable Q and A

How long does it take to process payments?

Pro Tip: Submit invoices promptly to avoid late payments.

- ✓ Accounts Payable typically processes payments within 7–10 business days.

- ✓ Suppliers must be paid within 30 business days after receiving both goods/services and a valid invoice.

- ✓ Contractors/subcontractors must be paid within 21 days of an undisputed invoice.

- ✓ When a payment is delayed, check that all required documentation is attached and approvals are complete and the note section in the approval flow.

- ✓ Email ap@mailbox.sc.edu for help or status updates.

#3 Accounts Payable Q and A

How do I know if someone should be classified as an employee or an independent contractor?

✓ The classification depends on how much control the University has over the person's work.

  1. Behavioral: Does the organization control or have the right to control what the worker does and how the worker does the job?

  2. Financial: Are the business aspects of the work's job controlled by the payer? (e.g., how worker is paid, whether expenses are reimbursed, who provides tools/supplies)

  3. Type of Relationship: Are there written contracts or employee type benefits? Will the relationship continue and is the work performed a key aspect of the business?

✓ Misclassification can cause IRS compliance issues. When in doubt, check with the Tax Team at tax@mailbox.sc.edu.

#4 Accounts Payable Q and A

How can I get reimbursed for non-travel expenses?

Common Mistake: Missing proof of payment

Submit through the PeopleSoft Travel & Expense module.

✓ Follow the **Employee Reimbursement (non-travel) Matrix** to confirm eligibility.

✓ Only use this when other payment options (PO, P-Card, etc.) aren't available.

✗ Payments to supplier providing a service is not a reimbursable expense.

✗ Gift cards are not reimbursable.

University Controller's Office
Employee Reimbursement (non-travel) Matrix
(Note: Employee reimbursements should only be used if there is no other viable payment method available, this is the exception and not the norm.)

Expense Type *(Use the type of the Expense as the first word when entering the description)*	Description	Description Short Name	Account Code	Attachments Needed (All in ONE document)	Special Instruction
Supplies	Reimbursements to Employees for Supplies which are used in conjunction with their job	Supplies	- 59540 Athletic Supplies - 53009 Miscellaneous Supplies - 53001 Office Supplies	1 - Itemized receipts and proof of payment	Reimbursements should be the exception and not the norm, please use department purchasing cards.
Food	Reimbursements to Employees Food and Meals which are in conjunction with their job.	Food	- 53005 Food	1 - Itemized receipts and proof of payment 2 - Food approval memo (*memo must be signed by VP level or higher*) **** This will be routed to Purchasing for approval.**	Food approval memo applies to all A, D, E, C, and R Funds. Grant funds will be approved through workflow by Contracts and Grants. Z funds are exempt from this approval.
Memberships/Subscriptions/ Non-Travel Registration	Reimbursements to Employees for membership, subscription dues and non-travel registration which are a necessary part of their jobs and a benefit to the University.	Membership/Subscription/ Non-Travel Registration	- 54111 Membership Dues - 54112 Non-Travel Registration - 54114 Subscriptions	1 - Itemized receipts and proof of payment 2 - (Memberships Only) Justification memo with explaining how membership is reasonable, justifiable and necessary to benefit the University and not just the individual. *Approvals for payment as follows: Deans/VP - Approved by Supervisor, Faculty - Approved by Deans or designee, Staff - Approved by VP, Dean or designee*	Reimbursements should be the exception and not the norm, please use department purchasing cards. Please note that registration is considered non-travel only when the registrant will not be under a travel status when attending the conference.
Computer Software under $1000 and Computer Hardware under $5000	Reimbursements made for computer software purchases under $1000 and computer hardware under $5000.	Computer Software/Hardware	- 53030 Computer Hardware under $5000 - 53031 Computer Software	1 - Itemized receipts and proof of payment	
Study Abroad - PLEF	Reimbursements made to employee program leaders for study abroad expenses outlined under the program leader expense form.	Study Abroad	- 52092 Global/Domestic Study Programs	1 - Invoice or Study Abroad Agreement 2- Program Leader Expense Form (PLEF) 3- OANDA conversion for each receipt when receipt is in a foreign currency. The OANDA must be for the date of the receipt.	U.S. Department of State Per Diem Financial Arrangments for Faculty/Staff-Led Overseas Programs
Licenses and Fees	Payments made to employees for licenses and fees that benefit the University.	Licenses and Fees	- 54110 Licenses and Fees	1 - Itemized receipts and proof of payment	1 - Invoice or a Licensing Registration Form 2- Certification Memo
Furniture	Payments made to employees for furniture that benefits the University.	Furniture	- 53023 Furniture	1 - Itemized receipts and proof of payment	
Postage	Payments made to employees for postage that benefits the University.	Postage	- 52010 Postage	1 - Itemized receipts and proof of payment	
Cellphone and Monthly Internet Services	Payments made to employees for monthly internet services and telephone which are in conjunction with their job.	Cellphone/Internet	- 52037 Cellphone - 52036 Monthly Internet Services	1 - Itemized receipts and proof of payment	

Employee Reimbursement (non-travel) Matrix

UNIVERSITY OF South Carolina

#5 Accounts Payable Q and A

What should I do if my payment request is delayed or not processed on time?

✓ When a payment is delayed, check that all required documentation is attached and approvals are complete and the note section in the approval flow.

- For POs, delays can be caused by a PO not being receipted, remit address issues, has it been dispatched, change orders are not fully approved, etc.

- For Payment Requests, delays can be caused by incorrect documentation (check the notes to make sure it hasn't been requested), held up in approval flow, etc.

✓ If it's still delayed, email ap@mailbox.sc.edu for help or status updates.

#6 Accounts Payable Q and A

How can I submit multiple payments at once?

Common Mistakes: Use of special characters (&, #, _, etc.), invalid chartfields due to keying errors, incorrect formatting, leaving blank rows or incomplete columns

✓ For 10 or more payments (like stipends, prizes, or refunds), use the AP Upload process.

✓ Choose the right template:

- Regular Payment Worksheet – vendors with Supplier IDs
- Single Pay Worksheet – one-time vendors

✓ Send completed uploads and required backup to apupload@mailbox.sc.edu.

✓ Use the Single Refund Form for one-time payments for one to nine individuals.

Appropriate Documentation

- Service
  - ❑ Invoice, if available (Include a Memo if invoice not available)
  - ❑ Regular Pay Worksheet Template

- Stipends/Participants/Mentors/Honorariums
  - ❑ Forms if Applicable
  - ❑ Regular Pay Worksheet Template
  - ❑ All required documentation listed on the Payment Request Matrix

- Refunds
  - ❑ Refund Payment Form
  - ❑ Single Pay Worksheet Template
  - ❑ Supporting documentation

Please refer to the **Payment Request Matrix** as this will outline necessary documentation for payment types.

Note: Forms must be signed by Department Heads.

All AP Uploads must include the AP Upload Approval Form with signatures.

UNIVERSITY OF
South Carolina

#7 Accounts Payable Q and A Cont.

What's the correct way to pay honorariums or stipends?

Honorariums are one-time "thank you" payments, typically under $5,000

Stipends are fixed, non-employee payments such as scholarships or fellowships

✓ Payment Request is accessed in PeopleSoft via the following:

Main Menu > Employee Self-Service > Payment Request Center

✓ Include supporting documents, including the corresponding Honorarium or Stipend Request Form, signed and dated.

✓ For large batches, use the AP Upload process.

#8 Accounts Payable Q and A

How do I properly process payments for students or foreign nationals?

Common Mistake: Department Head signature is missing and proof of payment.

- ✓ Use the **Student Payment Method Decision Tree** for student payments.

- ✓ For student non-employees, use the **Student Reimbursement Form** for any reimbursements (non-travel) to and send these forms to the Accounts Payable using the AP Upload mailbox.

- ✓ For student employees, use the Travel and Expense module to reimburse for expenses (non-travel) related to the work they do at the University.

- ✓ For foreign nationals, review the **Foreign Nationals Matrix**. Extra documentation may be needed for tax compliance.

#9 Accounts Payable Q and A

How are study abroad expenses paid now?

Common Mistake: Proof of payment is missing PLEF.

✓ Payments for study abroad participants should go through Payment Request or a Program Expense Card.

✓ Cash advances are limited for educational travel and require Controller's Office approval.

✓ If you have questions about the University's Study Abroad program, please contact the **Education Abroad Office**.

#10 Accounts Payable Q and A

What is the "three-way match"?

✓ It's the system check that compares the following before a payment can be made:

1. The **Purchase Order**
2. The **Invoice**
3. The **Goods/Services Received**.

✓ If these don't align, the payment is put on hold until resolved.

✓ Receipting is required for all purchases of goods. Dispatched POs must be receipted (if applicable) and matched in the system before payment.

✓ Complete receipting immediately upon receiving goods to prevent payment delays. Receiving your requested goods and sending a copy of the receipt to AP is the trigger for AP to pay and how much to pay.
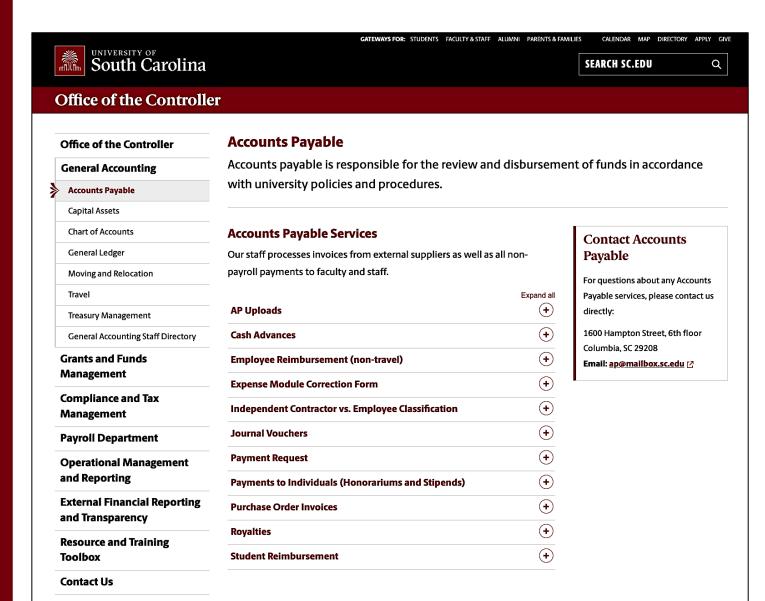
Resources & Contacts

Accounts Payable Resources

- AP Upload Webinar Recording
- AP Upload Presentation
- AP Upload Job Aid
- Accounts Payable Voucher Lookup Inquiry
- Cash Advances Webinar Recording
- Cash Advances Presentation
- Employee Reimbursement (non-travel) Proxy Training Recording
- Employee Reimbursement (non-travel) Proxy Training Presentation
- How to Create an Employee Reimbursement (non-travel) in Travel and Expense Training Recording
- Preparing an Employee Reimbursement (non-travel) in Travel and Expense JobAid
- Employee Reimbursement (non-travel) Matrix
- Payment Request Entry and Inquiry Webinar Recording

- Payment Request Entry and Inquiry Presentation
- Payment Request and Inquiry Job Aid
- Payment Request - General Guidelines
- Payment Request Matrix
- Payments to Individuals Training Recording
- Payments to Individuals Training Presentation
- Purchase Order Processing Training Recording
- Purchase Order Processing Training Presentation
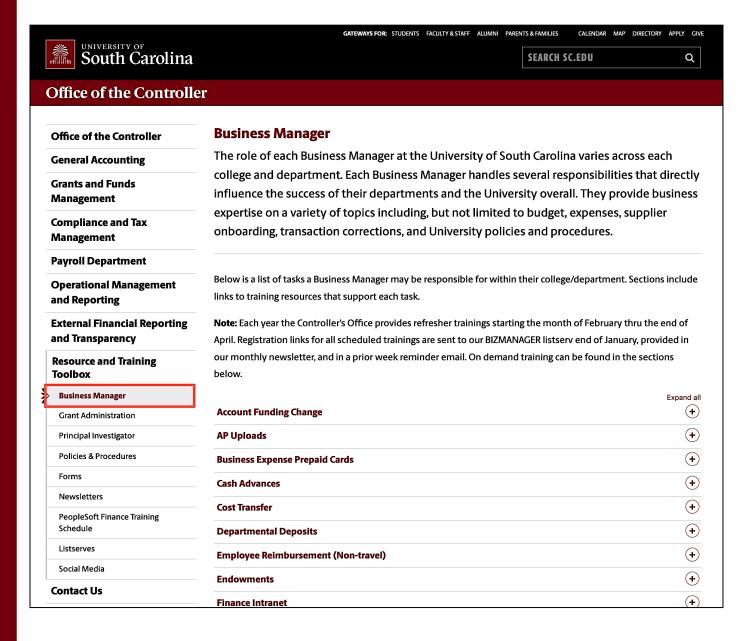
UNIVERSITY OF
South Carolina

Where to Find the Resources

For Accounts Payable resources, visit the Accounts Payable page in the General Accounting section.

Where to Find the Resources

For Accounts Payable training resources, visit our Business Manager page.

Questions

UNIVERSITY OF
South Carolina

Controller's Office Contact List

General Accounting (JEs, JVs, Apex, GL issues/Questions)	Email Address
General Email Address	genacctg@mailbox.sc.edu
Cash Advance Settlement	cashadvc@mailbox.sc.edu
Payroll Retro Journal Entries	retroje@mailbox.sc.edu
Chartfield Maintenance	cfmaint@mailbox.sc.edu
Moving & Relocation Mailbox	moving@mailbox.sc.edu
PeopleSoft Finance Security Requests	pssecure@mailbox.sc.edu
Accounts Payable	**Email Address**
General Email Address	ap@mailbox.sc.edu
AP Uploads	apupload@mailbox.sc.edu
Supplier Maintenance	apsupplr@mailbox.sc.edu
Travel Office	**Email Address**
General Email Address	teoffice@mailbox.sc.edu
Student/Non-employee Travel Authorizations and Travel Reimbursement Vouchers	tesubmit@mailbox.sc.edu

Controller's Office Contact List

Capital Assets	Email Address
Physical Inventory	physinv@mailbox.sc.edu
Capital Leases	lease@sc.edu
Cash Management and Treasury	**Email Address**
General Treasury Email Address	treasury@mailbox.sc.edu
Program Expense Card	cards@mailbox.sc.edu
Team Card	teamcard@mailbox.sc.edu
Travel Card	travelcard@sc.edu
Compliance and Tax	**Email Address**
General Compliance Email Address	controllercompliance@sc.edu
General Tax Email Address	tax@mailbox.sc.edu
Research/Development Sales/Use Tax Exemptions	rdequip@mailbox.sc.edu
Time and Effort Reporting	timeandeffort@sc.edu

Controller's Office Contact List

Grants and Funds Management	Email Address
Sponsored Award Specific Questions	Contact your **Post Award Accountant** (PAA)
Payroll	**Email Address**
General Email Account	payroll@mailbox.sc.edu

UNIVERSITY OF
South Carolina